Request Billing Assistance

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Request Billing Assistance

Use the billing assistance options in Atloria to let your organization administrator or support team know about a billing question, plan need, or account concern. Providing clear details helps the team understand your request and respond with the right next steps.

Overview

Billing assistance is intended for situations where you need help with your organization's commercial or account-related needs. For example, you may need clarification about billing, plans, credits, enterprise arrangements, or another payment-related concern that requires attention from an administrator or support team.

In Atloria, start by locating the **Billing** option and then use the available support experience to describe what you need. The application includes support-oriented areas such as **Support Agent** and 🤖 **AI Support**, which can help direct your question or capture information for the team.

When you submit a billing request, include enough context for the recipient to identify the affected organization, understand the issue, and determine whether follow-up is needed. If you are reporting a discrepancy or unexpected charge, include relevant dates, amounts, and any reference information available to you—without sharing sensitive payment details in open notes.

> 📷 *Screenshot pending: The Billing option and the available support entry points for requesting billing help.*

Prerequisites

Before requesting billing assistance, make sure you have:

- Access to the Atloria workspace for the organization you are asking about.

- The details of your billing question, such as the affected plan, credit usage, invoice period, or account concern.
- Any relevant dates, amounts, or business context that will help the support team investigate.
- Permission to discuss the organization’s billing information, if your organization limits billing access to administrators or finance contacts.
- A clear description of the outcome you need, such as an explanation, a correction, plan guidance, or contact with an organization administrator.

Step-by-Step Instructions

1. **Open the billing area.**
   From your available Atloria navigation, select **Billing**. Use this area when your question concerns plans, credits, enterprise arrangements, or other billing needs rather than general product usage.

2. **Choose a support option.**
   Look for the support experience available in your workspace. Depending on your access, you may see **Support Agent** or 🤖 **AI Support**. Select the option that lets you ask for help or communicate your request.

   If you need assistance from a person responsible for your organization’s account, clearly state that your request is for an organization administrator or billing support team.

3. **Describe the billing need.**
   In the notes area, enter the details of your request. When the field displays **Add any notes for the team...**, use it to explain the situation in plain language.

   Include:

   - The organization or workspace affected
   - The billing period or date involved
   - The plan, credits, or enterprise topic you are asking about
   - The specific question or action you need
   - Any important reference details that the team should review

   For example, you might write: “Please help us understand the credit usage shown for this billing period and confirm which plan applies to our organization.”

4. **Request changes or follow-up when needed.**
   If the support experience offers ✎ **Request Changes**, use it when you need the team to review or correct something rather than simply answer a question. Be specific about what you believe should change and why.

5. **Review your message before sending.**
   Check that your request is understandable to someone who may not know your current work. Avoid including passwords, full payment card numbers, or other confidential payment credentials.

6. **Share the request with the appropriate people.**
   If your organization needs internal visibility, use **Share with Team** when it is available. This helps relevant colleagues review the request and provide context before or during follow-up.

7. **Monitor the support conversation.**
   Return to the support area, such as **6. Support Chat**, to review responses or answer follow-up questions. Respond promptly if the support team asks for clarification, as missing details can delay resolution.

> 📷 *Screenshot pending: A billing support request showing the “Add any notes for the team...” field and available follow-up options.*

Tips and Best Practices

Write one focused request for each billing issue. For example, keep a question about plan eligibility separate from a question about a specific charge. This makes it easier for the support team to identify the correct owner and provide a complete answer.

State the desired outcome near the beginning of your notes. Instead of only saying that billing “looks wrong,” explain what you need: confirmation of a plan, an explanation of credits, review of an invoice period, or a requested change.

Use ✎ **Request Changes** only when you are asking the team to modify or correct something. For general questions or guidance, describe the question in the support request without framing it as a change request.

When you use **Share with Team**, make sure the people included are appropriate for billing-related information. Your team can add useful business context, but billing discussions may contain information that should only be visible to authorized colleagues.

Related Pages

- Billing
- Support Agent
- Support Chat
- Share with Team
- User Guides

Troubleshooting

I cannot find the Billing option

Your available navigation may depend on your organization access. Confirm that you are in the correct Atloria workspace and ask an organization administrator whether you have access to billing-related areas.

I do not see a way to contact the support team

Look for **Support Agent**, 🤖 **AI Support**, or **6. Support Chat** in your workspace. If none of these options are available, contact your organization administrator and ask them to submit the billing request or provide the appropriate support contact.

My request needs more information after I submit it

Return to the support conversation and provide the requested details in **Add any notes for the team...**. Include the relevant billing period, organization context, and the exact outcome you need so the team can continue reviewing your request.